



**SIGNATURE TECHNOLOGY SOLUTIONS**

**GENERAL SERVICES ADMINISTRATION  
Multiple Award Schedule (MAS)**

**AUTHORIZED FEDERAL SUPPLY SERVICE SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The Internet address for GSA Advantage!® is: <http://www.gsaadvantage.gov/>.

**Multiple Award Schedule (MAS)  
MAS Class: 1070, 7030, D399, J070, D304, 5340**

**CONTRACT NUMBER: GS-35F-0349R**

Contract Period: February 14, 2008 to February 14, 2025  
For more information on ordering from Multiple Award Schedule (MAS) Schedules, click on the FSS Schedules button at [https://www.gsa.gov/ buying-selling/purchasing-programs/gsa-schedules/schedule-buyers](https://www.gsa.gov/buying-selling/purchasing-programs/gsa-schedules/schedule-buyers)

**SIGNATURE TECHNOLOGY SOLUTIONS**

23455 West 12 Mile Road, Unit 3061  
Farmington Hills, MI 48333  
Phone 877-645-4100

[magboh@signature-tech.com](mailto:magboh@signature-tech.com)  
<https://www.signature-tech.com>

**Contract Administration:**  
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**Business Size: Small Disadvantage  
Mass Mod A812 Dated 06/08/2020**

## Table of Contents

<b>1. SPECIAL ITEM NUMBERS (SIN)</b>	<b>1</b>
a. Special Item Numbers (SINs)	1
b. Identification of the lowest priced model number for each SIN awarded	1
c. Hourly Rates:	1
<b>2. MAXIMUM ORDER:</b>	<b>1</b>
<b>3. MINIMUM ORDER</b>	<b>1</b>
<b>4. GEOGRAPHIC COVERAGE</b>	<b>1</b>
<b>5. POINT(S) OF PRODUCTION</b>	<b>2</b>
<b>6. DISCOUNT FROM LIST PRICES</b>	<b>2</b>
<b>7. QUANTITY DISCOUNTS</b>	<b>2</b>
<b>8. PROMPT PAYMENT TERMS</b>	<b>2</b>
<b>9. GOVERNMENT PURCHASE CARDS</b>	<b>2</b>
<b>10. FOREIGN ITEMS</b>	<b>2</b>
<b>11. DELIVERY</b>	<b>2</b>
<b>12. F.O.B. POINT(S)</b>	<b>3</b>
<b>13. ORDERING</b>	<b>3</b>
<b>14. PAYMENT ADDRESS</b>	<b>3</b>
<b>15. WARRANTY PROVISION</b>	<b>3</b>
<b>15a. RETURN POLICY</b>	<b>4</b>
<b>16. EXPORT PACKING CHARGES</b>	<b>6</b>
<b>17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE</b>	<b>6</b>
<b>18. Terms and conditions of rental, maintenance, and repair (if applicable)</b>	<b>6</b>
<b>19. Terms and conditions of installation (Not applicable)</b>	<b>6</b>
<b>20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices ( Not applicable)</b>	<b>6</b>
<b>21. List of service and distribution points (Not applicable)</b>	<b>6</b>
<b>22. List of participating dealers (Not applicable)</b>	<b>6</b>
<b>23. Preventive maintenance for APC and Eaton UPS ( Not applicable)</b>	<b>6</b>
<b>24. Special attributes</b>	<b>6</b>
<b>25. Section 508 compliance</b>	<b>7</b>

26. Data Universal Number System (DUNS) number 090599171 .....	7
27. Notification regarding registration in System for Award Management (SAM) database. Yes.....	7
Section III Terms and Conditions for all IT Contractors .....	7
02. IT Hardware Subcategory.....	9
F03. IT Services Subcategory .....	10
F04. IT Software Subcategory .....	19
SIN 54151S: PROFESSIONAL SERVICES LABOR RATE.....	22

## 1. SPECIAL ITEM NUMBERS (SIN)

### a. Special Item Numbers (SINs)

SIN	Description	Maximum order for the new SINs
33411	Purchase of New Equipment State Cooperative Purchasing Approved	\$500,000.00
54151	Term Software Licenses State Cooperative Purchasing Approved	\$500,000.00
511210	Software Publishers State Cooperative Purchasing Approved	\$500,000.00
54151S	Information Technology Professional Services. Custom Computer Programming Services	\$500,000.00

### b. Identification of the lowest priced model number for each SIN awarded:

SIN	P/N	Description	MSRP	GSA NTE with IFF	COO
33411	See Price List				
54151					
511210					
54151S					

### c. Hourly Rates: Not Applicable

## 2. MAXIMUM ORDER:

Maximum dollar value of orders accepted is \$500,000.00. NOTE TO ORDERING ACTIVITIES: \*If the best value selection places your order over the Maximum Order identified in this catalog/price list, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

## 3. MINIMUM ORDER

The minimum dollar value of orders accepted is \$100.00.

## 4. GEOGRAPHIC COVERAGE

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities. CONUS delivery is via standard ground freight. Expedited delivery options are available and OCONUS deliveries are available for additional costs. Overseas delivery is delivery to point of embarkation for delivery OCONUS - outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

## **5. POINT(S) OF PRODUCTION**

TAA Compliant Countries identified by the product manufacturer.

## **6. DISCOUNT FROM LIST PRICES**

Prices shown are NET Prices; Basic Discounts have been deducted. GSA Net Prices can be seen at <http://www.gsaadvantage.gov/>.

## **7. QUANTITY DISCOUNTS**

Quantity Discount: 5% for 500 Cables Installer; Installation Discount: 6% from Installation charge @ \$1,500

## **8. PROMPT PAYMENT TERMS**

5% NET 10 and 0% NET 30 "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

## **9. GOVERNMENT PURCHASE CARDS**

Government Purchase Cards are accepted at or below the micro-purchase threshold. Government Purchase Cards are accepted above the micro-purchase threshold. Contact the Contractor for limit.

## **10. FOREIGN ITEMS**

The country of origin is determined by the manufacturer of the product. Only TAA Compliant products are included on the contract.

## **11. DELIVERY**

- a) Time of Delivery: Within 25 days ARO or as negotiated.
- b) Expedited delivery can be within 10 DARO. But freight charges will not be included in the GSA pricing. The freight charges would be at cost, it would be open market and identified on the quote and invoices. Therefore, our pricing will not exceed the amount quoted on our pricelist as well.
- c) Overnight and 2-day Delivery: Additional costs do apply. Please call for an expedited freight quote.

Urgent Requirements: When the Multiple Award Schedule (MAS) delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

## 12. F.O.B. POINT(S)

Destination; CONUS

## 13. ORDERING

- a) Address: 32455 West 12 Mile Road, Unit 3061, Farmington Hills, MI 48333, (877) 6454100. Point of Contact Michael Agboh
- b) Contractor's Service Area: Continental United States. TIN: 38-3484999
- c) Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

## 14. PAYMENT ADDRESS

Remit To Address

Signature Technology Solution

P. O Box 3061 Farmington Hills, MI 48333

EFT/WIRE TRANSFER

Chase Bank

The following telephone number, (877) 645-4100; can be used by ordering activities to obtain technical and/or ordering assistance.

## 15. WARRANTY PROVISION

- a) Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial price list will apply to this contract. As a computer products distributor, Contractor passes the manufacturers' warranties through to their customers. Warranties will vary from part number, product line and manufacturer and can include on-site, depot and replacement. Warranties will also vary in length of their coverage period. Generally, Contractor will provide a replacement unit for product that is DOA (Dead on Arrival) for the first 30 days after purchase. Thereafter, all warranty work is handled either directly from the manufacturer or through a contracted third party.
- b) The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c) Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
- d) If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows: Contact Signature Technology Solutions for Return Merchandise Authorization (RMA) 877-645-4100.

## **15a. RETURN POLICY**

All items to be returned to Signature Technology Solutions require a Return authorization (RMA) Number. Before being issued an RMA Number, your request for return of product will be reviewed against this policy and any applicable manufacturer regulations for product returns. Any questions regarding Signature Technology Solutions or manufacturer return policies should be directed to the Signature Technology Solutions Government Programs Department at (877) 645-4100.

### **STS General Returns Policy**

Requests to Signature Technology Solutions for return of product must be made within 30 days of the date of invoice. End of life and remanufactured products cannot be returned. Configured products must be assessed prior to return. (Vendor rules apply)

### **Defective Product:**

In order for Customer Service to issue an RMA for DOA/defective product, it must be covered by the manufacturer's warranty and Signature Technology Solutions must be able to return the product for credit to the manufacturer under their policies. Please note that several manufacturers require that you provide Signature Technology Solutions with a case number or returns number issued by them prior to Signature Technology Solutions processing the return. Please include manufacturer case numbers for applicable products with Signature Technology Solutions RMA requests.

Some manufacturers require that DOA/defective product be returned directly to them. Please contact these manufacturers directly for RMA approval and return procedures. Requests for return of DOA/Defective product past 30 days from the date of Signature Technology Solutions invoice must be submitted to the manufacturer for warranty replacement.

### **New and Unopened Stocked Product**

Product must be in resale condition, in original packaging with an outer seal that has not been opened or re-taped and must still be a stocked item. Requests received in this condition within 30 days of the date of invoice will be accepted and will not be charged a restocking fee. Drop ship orders for items Signature Technology Solutions does not stock are not returnable unless prior approval / RMA from Manufacturer is provided. New and unopened product return requests received more than 30 days after invoice are considered out of policy return requests. These type requests will be considered on a case-by-case basis.

### **Open, Non-Defective Product**

Product with opened outer packaging, but with closed inside seals are eligible for return within 30 days of invoice. Product with marked, improperly labeled (not from the manufacturer or Signature Technology Solutions) or damaged outer packaging, opened inside seal, or product damage including but not limited to scratches, wear and indentations is not returnable. Returnable open box product is subject to a restocking fee of up to 25% of the purchase price, the restocking fee may be waived at the discretion of Signature Technology Solutions. Product that cannot be repackaged and restocked will be returned to the customer.

### **Incorrect or Missing Product**

Please notify Signature Technology Solutions of any claims shortages or other discrepancies within 5 days of delivery.

### **Requesting an RMA Number**

To place an RMA request, please contact the Signature Technology Solutions Government Programs Department at (877) 645-4100, who will collect the below required information and coordinate the request with our Customer Service Department.

### **Required Information**

In order for Customer Service to process your request as quickly as possible, you will need the following information when making your request:

#### **Contact information**

Invoice number and invoice date

Signature Technology Solutions part number Serial numbers

Reason for return

Signature Technology Solutions Customer Service Representative may contact you for additional information regarding your return. (Please be aware of the condition of the product you are trying to return) You will be notified with the RMA Number for your return if accepted or with the reason for denial of the request.

Please note that an RMA Number does not guarantee final disposition. All returns must be received by Signature Technology Solutions within 30 days from the date the RMA Number is issued and are subject to inspection to verify expected condition.

### **RMA Shipping Guidelines**

#### **Shipping Charges:**

Returns must be shipped freight pre-paid. Signature Technology Solutions shares the costs associated with a return for replacement, the customer pays for return shipping and Signature Technology Solutions pays the shipping on the replacement. Unless the return is the result of an error made by Signature Technology Solutions, the customer remains liable for freight charges on the original shipment.

#### **Returns Shipping Address:**

Please send all returns approved with a Signature Technology Solutions RMA Number to the following Returns Address regardless of original shipment origin:

Signature Technology Solutions  
32455 West 12 Mile Road, Unit  
3061, Farmington Hills MI 48333 ATTN: RMA# \_\_\_\_

Please ensure the RMA number is clearly referenced on the shipping label. Product must be sent back in original unmarked packaging including all manuals, cables, software, internal packaging and accessories. Do not write addresses or RMA#s on the manufacturers' packaging. Product must be over-packed in larger boxes for shipping. Signature Technology Solutions is not responsible for any shipping damages incurred in transit to or from the customer.



Product received by Signature Technology Solutions that is not in the appropriate condition (including writing on original manufacturer's packaging) will be assessed the 25% restocking fee or returned to the sender without credit.

**Application of Credit**

Credit for returned merchandise will be applied to the customer's account (less any applicable restocking charges) only after confirmation of receipt and inspection.

**16. EXPORT PACKING CHARGES**

Contractor will pay ground freight to point of embarkation only. Signature Technology Solutions does offer international shipping on a limited basis. Contact Signature Technology Solutions for freight estimate at 877-645-4100

**17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE**

Government Purchase Cards are accepted at or below the micro-purchase threshold. Government Purchase Cards are not accepted above the micro-purchase threshold. Contact the Contractor for limit.

**18. Terms and conditions of rental, maintenance, and repair (if applicable)**

**19. Terms and conditions of installation (Not applicable)**

**20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (Not applicable)**

a) Terms and conditions for any other services (Not applicable)

**21. List of service and distribution points (Not applicable)**

**22. List of participating dealers (Not applicable)**

**23. Preventive maintenance for APC and Eaton UPS (Not applicable)**

**24. Special attributes**

Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) (Not Applicable)

## **25. Section 508 compliance**

Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found ([www.signature-tech.com](http://www.signature-tech.com)) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/) (Note applicable)

## **26. Data Universal Number System (DUNS) number 090599171**

## **27. Notification regarding registration in System for Award Management (SAM) database. Yes**

# **Section III Terms and Conditions for all IT Contractors**

### **1) Organizational Conflicts Of Interest**

#### **a) Definitions.**

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor. An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be

consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508

### **2) Services Performed**

a) All services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

b) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

c) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

3) Travel. Any Contractor travel required in the performance of services must comply with the Pub. L.

99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed.

Established Federal Government per diem rates will apply to all Contractor travel.

4) Warranty

a) Unless otherwise specified in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.

b) The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements, if applicable.

c) Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

<b>Regulation Number</b>	<b>Regulation Title/Comments</b>
52.222-46	EVALUATION OF COMPENSATION FOR PROFESSIONAL EMPLOYEES (FEB 1993)
52.222-48	EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR MAINTENANCE, CALIBRATION, OR REPAIR OF CERTAIN EQUIPMENT CERTIFICATION (MAY 2014)
52.223-19	COMPLIANCE WITH ENVIRONMENTAL MANAGEMENT SYSTEMS (MAY 2011)
52.223-2	AFFIRMATIVE PROCUREMENT OF BIOBASED PRODUCTS UNDER SERVICE AND CONSTRUCTION CONTRACTS (SEP 2013)
52.229-1	STATE AND LOCAL TAXES (APR 1984)
52.222-62	PAID SICK LEAVE UNDER EXECUTIVE ORDER 13706 (JAN 2017)
52.223-13	ACQUISITION OF EPEAT - REGISTERED IMAGING EQUIPMENT (JUN 2014)
52.223-14	ACQUISITION OF EPEAT® - REGISTERED TELEVISIONS (JUN 2014)
52.223-16	ACQUISITION OF EPEAT® - REGISTERED PERSONAL COMPUTER PRODUCTS (OCT 2015)
552.238-115	SPECIAL ORDERING PROCEDURES FOR THE ACQUISITION OF ORDER-LEVEL MATERIALS (MAY 2019)
552.238-107	TRAFFIC RELEASE (SUPPLIES) (MAY 2019)

552.238-73	IDENTIFICATION OF ELECTRONIC OFFICE EQUIPMENT PROVIDING ACCESSIBILITY FOR THE HANDICAPPED (MAY 2019)
552.238-86	DELIVERY SCHEDULE (MAY 2019)
552.238-89	DELIVERIES TO THE U.S. POSTAL SERVICE (MAY 2019)
552.238-90	CHARACTERISTICS OF ELECTRIC CURRENT (MAY 2019)
552.238-91	MARKING AND DOCUMENTATION REQUIREMENTS FOR SHIPPING (MAY 2019)
552.238-92	VENDOR MANAGED INVENTORY (VMI) PROGRAM (MAY 2019)
552.238-93	ORDER ACKNOWLEDGMENT (MAY 2019)
552.238-94	ACCELERATED DELIVERY REQUIREMENTS (MAY 2019)

## 02. IT Hardware Subcategory

### SIN 33411 Purchasing of New Electronic Equipment

1. INSTALLATION AND TECHNICAL SERVICES
  - a) INSTALLATION. When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule: - All items are self-installable.
  - b) CUSTOM FACTORY INTEGRATION SERVICES. In addition to services specifically tied to its computer systems (e.g. warranty break fix, installation, asset recovery), STS offers Custom Factory Integration Services ("CFI" or "CFS"). These are services directly associated with the IT hardware requested by the customer that are unique to the customer. Examples of CFI include, but are not limited to customer-specific image loading, peripheral/component integration and/or "drop-in-the-box, application of UID/RFID tags, merge center services (e.g. order consolidation), etc. While standard CFI, e.g. an asset tag or a UID tag are on the GSA Price List, customer-unique services are not added (but are available for purchase under the Contract) since only the customer for whom they are for may order them. Customer-specific custom SKUs are developed and exist for the term of the order, then retired. Pricing is negotiated between the ordering activity and STS, with the Contract discount applied.
  - c) INSTALLATION, DEINSTALLATION, REINSTALLATION. The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies,

equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair can be separated and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. The ordering activity issuing the task order against this Contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, de-installation, and reinstallation services under SIN 33411.

- d) **OPERATING AND MAINTENANCE MANUALS.** The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided, in electronic format, loaded on the equipment being purchased.

## **F03. IT Services Subcategory**

### **IT Professional Services or Labor Categories**

#### **Commercial Job Title: Programmer**

**Minimum/General Experience:** Three (3) years of technical experience which applies to coding, developing and maintaining organization's software and computing infrastructure. The Programmer's competence includes managing systems performance, providing tech support, reviewing and updating existing programs, identifying and fixing defects, supporting data architecture, generating reports, developing in-house software, and mitigating potential risk.

#### **Functional Responsibility:**

- Coding and debugging.
- Designing and testing computer structures.
- Troubleshooting system errors.
- Writing computer instructions.
- Managing database systems.
- Maintaining operating systems.
- Editing source-code.
- Profiling and analyzing algorithms.
- Implementing build systems.
- Providing tech support.

**Minimum Education:** Bachelor's Degree in Computer Science or equivalent.

#### **Commercial Job Title: Senior Programmer**

**Minimum/General Experience:** Five (5) years of technical and business experience which applies to define, develop, test, analyze, and maintain new software applications in support of the achievement of business requirements. This includes writing, coding, testing, and analyzing software programs and applications. The Senior Programmer/Analyst will also research, design, document, and modify software specifications throughout the production life cycle. This individual will also provide mentoring, support and guidance to the Programmer/Analyst's role.

**Functional Responsibility:**

- Collaborate with developers, programmers, and designers in conceptualizing and development of new software programs and applications
- Analyze and assess existing business systems and procedures.
- Assist in the definition, development, and documentation of software's business requirements, objectives, deliverables, and specifications on a project-by-project basis in collaboration with internal users and departments.
- Assist in defining software development project plans, including scoping, scheduling, and implementation.
- Research, identify, analyze, and fulfill requirements of all internal and external program users.

**Minimum Education:** Bachelor's degree or equivalent and a minimum five years of analytical and/or technical experience performing systems analysis on IT systems.

**Commercial Job Title: Senior Application Analyst**

**Minimum/General Experience:** Minimum ten (10) years of experience which provides strategic business analysis services to business partners. The focus of this position is to work closely with the business units to gain in-depth understanding of customer's business strategy, processes, services, roadmap and the context in which the business operates.

The Senior Application Analyst is responsible for reviewing assigned business processes from end-to-end to identify and address operational, financial and technological risks. Identify opportunities to improve efficiency. Responsibilities will include a full range of activities from leading small to mid-size projects to assisting other project managers on larger more complex projects related to operational business functions that affect team members and providers at the market level.

**Functional Responsibility:** Serves as the contractor's single contract manager and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Technical Representative (COTR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards on information systems projects, assigning contractor schedules, reviewing work discrepancies, supervising contractor technical personnel and communicating policies, purposes, and goals of the organization to subordinates. The candidate shall be responsible for the overall contract performance.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

**Commercial Job Title: Database Management Specialist**

**Minimum/General Experience:** Minimum Six (6) years' experience in the administration and management of database management systems (DBMS). Demonstrated experience using current DBMS technologies, application design utilizing various DBMS, and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction

**Functional Responsibility:** Evaluation and recommendation of available DBMS products to support validated user requirements. The specialist will perform DBMS system administration, monitoring, analysis, and programming. Designs and implements file organization, indexing methods, and security procedures for specific user applications.

**Minimum Education:** Bachelor's degree with six years relevant experience in computer science; telecommunication; statistical analysis or a related field. A Bachelor's degree in computer Science or related field may be substituted for three (3) years' experience.

**Commercial Job Title:**        **Database Information Specialist**

**Minimum/General Experience:** Minimum six (6) years of management experience in data analysis, planning, design, development, installation, reengineering, support of integrated systems , scientific, a n d engineering equipment. Demonstrated experience in the application of engineering concepts, principles, methods, processes and procedures. Proven experience with program, resource and contract management, engineering support and acquisition/development of systems and equipment.

**Functional Responsibility:** Oversees/conducts the research, analysis, design, development, installation and testing of integrated systems or scientific or engineering equipment to ensure conformity to functional specifications and requirements. Supervises or performs requirements analysis and validation to determine performance requirements, functional analysis and verification to translate concepts into design criteria, synthesis of requirements into product solutions and modeling to evaluate functional architecture and design solutions. Oversees or performs tradeoff studies, the identification of alternative design approaches and implications thereof and the development of innovative solutions to complex problems. Coordinate the preparation of engineering standards, procedures and detailed engineering packages, including specifications, drawings, interface and technical documents.

Oversee/performs the design, development and conduct of tests to evaluate systems/applications for compliance to specifications and adherence to safety criteria. Coordinates the operation, maintenance, repair and testing of equipment and systems in field installations. Participate in special research or technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Provides and/or oversees planning, direction and coordination of work activity and training of technical staff.

**Minimum Education:** Advanced degree, Bachelor s degree in Engineering or a related field, with at least 8 years relevant experience, Associate degree in engineering or related



field, with 10 years relevant experience or high school degree with 12 years relevant experience in an engineering or a related field.

**Commercial Job Title: Senior Application Analyst**

**Minimum/General Experience:** Minimum ten (10) years of experience which provides strategic business analysis services to business partners. The focus of this position is to work closely with the business units to gain in-depth understanding of customer's business strategy, processes, services, roadmap and the context in which the business operates. This role will be key to understanding the documenting capabilities needed to address business challenges.

The Senior Application Analyst is responsible for reviewing assigned business processes from end-to-end to identify and address operational, financial and technological risks. Identify opportunities to improve efficiency. Responsibilities will include a full range of activities from leading small to mid-size projects to assisting other project managers on larger more complex projects related to operational business functions that affect team members and providers at the market level.

**Functional Responsibility:** Serves as the contractor's single contract manager and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Technical Representative (COTR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards on information systems projects, assigning contractor schedules, reviewing work discrepancies, supervising contractor technical personnel and communicating policies, purposes, and goals of the organization to subordinates. The candidate shall be responsible for the overall contract performance.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

**Commercial Job Title: Database Management Specialist**

**Minimum/General Experience:** Minimum Six (6) years' experience in the administration and management of database management systems (DBMS). Demonstrated experience using current DBMS technologies, application design utilizing various DBMS, and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction

**Functional Responsibility:** Evaluation and recommendation of available DBMS products to support validated user requirements. The specialist will perform DBMS system administration, monitoring, analysis, and programming. Designs and implements file organization, indexing methods, and security procedures for specific user applications.



**Minimum Education:** Bachelor's degree with six years relevant experience in computer science; telecommunication; statistical analysis or a related field. A Bachelor's degree in computer Science or related field may be substituted for three (3) years' experience.

**Commercial Job Title:**        **Database Information Specialist**

**Minimum/General Experience:** Minimum six (6) years of management experience in data analysis, planning, design, development, installation, reengineering, support of integrated systems, scientific, and engineering equipment. Demonstrated experience in the application of engineering concepts, principles, methods, processes and procedures. Proven experience with program, resource and contract management, engineering support and acquisition/development of systems and equipment.

**Functional Responsibility:** Oversees/conducts the research, analysis, design, development, installation and testing of integrated systems or scientific or engineering equipment to ensure conformity to functional specifications and requirements. Supervises or performs requirements analysis and validation to determine performance requirements, functional analysis and verification to translate concepts into design criteria, synthesis of requirements into product solutions and modeling to evaluate functional architecture and design solutions. Oversees or performs tradeoff studies, the identification of alternative design approaches and implications thereof and the development of innovative solutions to complex problems. Coordinate the preparation of engineering standards, procedures and detailed engineering packages, including specifications, drawings, interface and technical documents.

Oversee/performs the design, development and conduct of tests to evaluate systems/applications for compliance to specifications and adherence to safety criteria. Coordinates the operation, maintenance, repair and testing of equipment and systems in field installations. Participate in special research or technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Provides and/or oversees planning, direction and coordination of work activity and training of technical staff.

**Minimum Education:** Advanced degree, Bachelor's degree in Engineering or a related field, with at least 8 years relevant experience, Associate degree in engineering or related field, with 10 years relevant experience or high school degree with 12 years relevant experience in an engineering or a related field.

**Commercial Job Title:**        **Senior Data Information Specialist**

**Minimum/General Experience:** Minimum of ten (10) year experience in the analysis, planning, design, development, installation, reengineering and/or support of integrated systems. Proven experienced in the application of engineering concepts, principles, methods, processes and procedures. Furthermore, experience in program, resource and contract management, engineering support and acquisition/development of systems and equipment.

**Functional Responsibility:**

- Supervises the research, analysis, design, development, installation and testing of integrated systems to ensure conformity to functional specifications and requirements.
- Directs requirements analysis and validation to determine performance requirements, functional analysis and verification to translate concepts into design criteria, synthesis of requirements into product solutions and modeling to evaluate functional architecture and design solutions.
- Oversees tradeoff studies, the identification of alternative design approaches and implications thereof and the development of innovative solutions to complex problems.
- Supervises the preparation of engineering standards, procedures and detailed engineering packages, including specifications, drawings, interface and technical documents.
- Utilizes computer-assisted engineering or design software and equipment to perform engineering or design tasks.
- Supervises the design, development and evaluate systems equipment for compliance to specifications and adherence to safety criteria.
- Directs the operation, maintenance, repair and testing of equipment and systems in field installations.
- Oversees special research or technical studies critical to support functions, utilizing computer techniques for analysis or simulation.
- Oversees planning, direction and coordination of work activity and training of technical staff.

**Minimum Education:** Master or Bachelor degree in engineering or a related field, with at least 12 years relevant experience, or Associate degree in Engineering or High School degree, with 15 years relevant experience in information technology, engineering, or a related field.

**Commercial Job Title:**

**Senior Management Analyst**

**Minimum/General Experience:** Minimum twelve (12) years of Information Technology management experience which applies to conducting and preparing operations and procedures manuals to assist management of a company in operating more efficiently and effectively. They conduct organizational studies and evaluations, design systems and procedures, and conduct work simplification and measurement studies.

#### **Functional Responsibility**

- Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for the performance of professional analytical duties in support of budget, contract administration and program administration; implements policies and procedures.
- Plans, prioritizes, assigns, supervises and reviews the work of staff involved in the

conduct of fiscal and administrative analysis.

- Evaluates operations and activities of assigned responsibilities; recommends improvements and modifications; prepares various reports on operations and activities.
- Participates in budget preparation and administration; prepares cost estimates for budget
- Recommendations; monitors and controls expenditure
- Participates in the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.
- Supports department heads, senior policy makers and elected officials on budgetary, administrative and financial matters.
- Analyzes and develops processes, procedures, work simplification, computer applications and methods of achieving intended outcomes.
- Performs a variety of financial and budgetary analysis for the development of long term policy and fiscal impacts and makes recommendations based on findings.
- Collaborates with management and co-workers in providing consultation services in areas of expertise.
- Develops and implements internal and external community strategies, programs and information delivery methods.
- Conducts analytical studies of complex and sensitive financial, organizational or operational issues.
- Conducts fiscal investigations and prepares written and oral reports with recommendations for presentation to superiors, City Manager and/or City Council.
- Prepares and presents financial, statistical and administrative reports and presentations.
- Coordinates and implements programs, policies and procedures for an assigned department and program.
- Interprets City rules, policies and procedures, personnel policies, MOU's and local, State and Federal laws and regulations.
- Maintains a consistent and current understanding of financial and policy/program issues in the assigned area of responsibility.
- Meets with employees, management personnel and citizens to provide training, information and solutions of problems.
- Participates in the development of the annual City budget and/or annual departmental and divisional budgets by researching historical expenditure patterns, estimating future needs, and making recommendations on revenue sources and funding levels.
- Participates in the development of requests for proposals; develops and administers contracts and oversees the work of contractors and vendors.
- Assists management in compiling overall budget requests; monitors expenditures after budget adoption and recommends appropriate corrective action.
- Participates in the development, execution and/or coordination of specific programs or studies.
- Performs a variety of complex data gathering, analyses, and report writing activities on a special project basis.
- Prepares and presents a wide variety of policy reports, proposals, documents and correspondence including, but not limited to costing, writing of contract language, expenditure and revenue recommendations, and related issues.

- Serves as a management representative in departmental and City-wide task forces and committees.

**Minimum Education:** Bachelor's Degree in Computer Science degree from an accredited college or university, communications or a related field. Four years of increasingly responsible management/administrative analytical work experience including some lead or supervisory experience.

**Commercial Job Title:**

**Senior Software Analyst**

**Minimum/General Experience:** Minimum ten (10) years of software development experience which applies to systems analysis and design techniques for complex computer systems. The Senior Software Analyst defines, develop, test, analyze, and maintain new software applications in support of the achievement of business requirements. This includes writing, coding, testing, and analyzing software programs and applications.

**Functional Responsibilities:**

- Supervise, coach and train analysts and programmers
- Assess system capabilities and undertake feasibility studies that include financial considerations and time lines
- Create workflow diagrams, explore alternative solutions, write programs
- Comply with university standards for production, quality and productivity
- Train system users, serve as an information resource, develop resource materials, provide ongoing support
- Write documentation for system references
- Stay on top of new technology trends, join organizations, attend seminars, conferences and ongoing opportunities for education

**Minimum Education:** Bachelor's Degree in Computer Science or University degree in the field of information systems, or software engineering, and 4 years equivalent work experience, associate degree and 6 years related experience, or 10 years related experience.

**Commercial Job Title:**

**Senior System Analyst**

**Minimum/General Experience:** Minimum ten (10) years of system analysis experience which applies to systems designs, develops, and documents computer information systems, serves as project leader to guide systems through programming, testing, and implementation, investigates, and recommends software for purchase and provides support and leadership through implementation.

**Functional Responsibilities:**

- Implements computer system requirements by defining and analyzing system problems designing and testing standards and solutions.
- Defines application problem by conferring with clients; evaluating procedures and processes.

- Develops solution by preparing and evaluating alternative workflow solutions
- Controls solution by establishing specifications and coordinating production with programmers
- Validates results by testing programs.
- Ensures operation by training client personnel and providing support.
- Provides reference by writing documentation.
- Accomplishes information systems and organization mission by completing related results as needed.

**Minimum Education:** Bachelor's Degree in Computer Science or University degree in the field of information systems, or software engineering,

**Commercial Job Title:**

**Senior Consultant**

**Minimum/General Experience:** Minimum eight (8) years consultant experience with client engagement, supervision of an Engagement Director and/or Partner, to develop work product, lead specific project initiatives, and act as a subject matter expert on consulting projects. Client engagement activities include but are not limited to framing issues, problem-structuring, optimizing client processes, developing go-to-market strategies, and change management.

**Functional Responsibilities:**

- Develop quality work product(s) and documentation.
- Support delivery assurance practices by participating in periodic project reviews and audits and maintaining accurate and timely project reporting.
- Anticipate and communicate project risks.
- Interface with client leads and become a trusted advisor or confidant to the client.
- Perform costing and pricing financial analyses.
- Identify, document, and build up costs in an as-is environment.
- Forecast and predict cost break-downs in proposals or future-stated environments.
- Serve as a subject matter expert.
- Lead sub-project teams as required.
- Cultivate successful client relationships.
- Contribute to the development of Everest intellectual property.
- Support Everest business development efforts in expanding business.
- Identify new or additional revenue opportunities with current clients.

**Minimum Education:** Bachelor's Degree in Computer Science and MBA with proven quantitative, analytical experience. Five or more years in an IT management position, IT infrastructure, security and Excellent organizational skills.

**Commercial Job Title:**

**Cable Installer**

**Minimum/General Experience:** Minimum three (3) year in Network Cabling Technicians experience with emphasis on assemble and arrange material and equipment, explain and verify service orders, drawings, specifications, particular needs, and instructions,

run, pull, stop and splice copper and fiber optic cables, such as CAT5, SE, CAT6, low voltage cables, and fiber, mount telecom equipment while adhering to best practices, industry standards, and manufacturer requirements, aid in arranging routers, hubs, install support structures, including racks, ladders, and j-hooks, and switches using data provided by all teams within the organization, install access control systems and surveillance cameras, and maintain good relations with clients by listening to and then sorting out their issues or escalating the same to their seniors.

#### **Functional Responsibilities:**

- Installing, maintaining, and repairing cable infrastructure.
- Performing maintenance on existing cabling systems.
- Testing newly installed or relocated cables according to company specifications.
- Identifying and removing redundant cabling.
- Installing of televisions, routers and internet technology devices.
- Troubleshooting issues with cable network.
- Installing of cable support structures such as j-hooks, cable racks, and inner duct.
- Repairing cable poles and towers.
- Ensuring all cables are neatly tied and bundled according to safety regulations.
- Completing paperwork such as timesheets, checklists, vehicle inspection reports and service orders.

#### **Minimum Education:**

- High school diploma or equivalent
- Certified Network Cable Installer (CNCI®)
- 6+ years of experience professional technician experience preferred
- Familiar with industry tools and equipment
- Valid driver's license with a clean driving history
- Able to work at tall heights and lift 50+ pounds

## **F04. IT Software Subcategory**

- 1) **Technical Support:** The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 1-877-645-4100 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8:30 am EST to 5:00 pm EST Monday to Friday. Additional technical support is available directly with the manufacturer of the software.
  - a. At the task or delivery order level, the technical support number is available from 8:30 am to 5:00 pm Eastern time Monday to Friday. Additional technical support is available directly with the manufacturer of the software.
- 2) **Descriptions and Equipment Compatibility:** The Contractor will provide to the ordering activity a complete description of each software product including the operating systems on which the software can be used. Also included shall be a brief, introductory explanation of the modules and documentation which are offered. The Contractor shall provide all Commercial Supplier Agreements to

include Enterprise User License Agreements or Terms of Service (TOS) agreements in an editable Microsoft Office (Word) format for review prior to award

- 3) Right-to-Copy Pricing:** Discounted pricing for right-to-copy licenses is not commercially available. ( Not applicable)

**4) Utilization Limitations:**

- a) Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b) When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
  - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
  - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
  - (3) Except as is provided in paragraph 9.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
  - (4) The ordering activity shall have the right to use the software and documentation with the run-time computing environment (e.g. operating



system, virtual machine, mobile operating system, processor etc.) to be specifically identified for which it is acquired at any other facility/user device to which that time computing environment may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site/user device if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the software and documentation with a backup time computing environment when the primary is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site/user for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule price list, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

## **SIN 511210 Software Licenses**

511210 Includes both term and perpetual software licenses and maintenance. Includes operating system software, application, software, EDI translation and mapping software, enabled email message based applications, Internet software, database management applications, and other software.

### **1.) SIN 511210 - Software Licenses**

a.) Contractor does not have any component interfaces that support open standard interoperability.

b.) Contractor will ensure that the words "term software" or "perpetual software" shall be the first word in the product title/name files of the price proposal template and the SIP file for GSA Advantage.

c.) Contractors will offer SIN 54151 Software Maintenance Services in conjunction with SIN 511210 - Software Licenses.

d.) Conversion From Term License To Perpetual License (Not Applicable)

### **e.) Term License Cessation**

i.) After a software product has been on a continuous term license for a period of 60 months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be



discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

Contractor does not commercially offer conversions of term licenses to perpetual licenses.

ii.) The accrual periods does not apply for the perpetual license.

iii.) Specific terms shall be provided to the ordering activity at the purchase point.

iv.) The Contractor agrees to provide updates and software maintenance services for the software after a perpetual license has accrued, at the prices and terms of SIN 54151 – Software Maintenance Services, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

## **SIN 54151S: PROFESSIONAL SERVICES LABOR RATE**

SIN	Service Proposed	Minimum Education/Certification	Minimum Years of Experience	GSA PRICE (including IFF)	Quantity Discount
54151S	Programmer	Bachelor's degree	3 Years	\$67.37	N/A
54151S	Senior Programmer	Bachelor's degree	3 Years	\$93.85	N/A
54151S	Senior Application Engineer	Bachelor's degree	3 Years	\$101.30	N/A
54151S	Database Management Specialist	Bachelor's degree	3 Years	\$75.85	N/A
54151S	Database Information Specialist	Bachelor's degree	3 Years	\$81.92	N/A
54151S	Senior Data Information Specialist	Bachelor's degree	3 Years	\$103.07	N/A
54151S	Lead Information Engineer	Bachelor's degree	3 Years	\$121.37	N/A
54151S	Senior Management Analyst	Bachelor's degree	3 Years	\$115.15	N/A
54151S	Senior Software Analyst	Bachelor's degree	3 Years	\$103.11	N/A
54151S	Senior System Analyst	Bachelor's degree	5 Years	\$127.99	N/A
54151S	Senior Consultant	Bachelor's degree	7 Years	\$155.88	N/A
54151S	Cable Installer (UTP, Voice and Fiber)	Certified Engineer	6 Years	\$75.00	N/A